

MassRelay FCC Complaint Report 6/1/2012 to 5/31/2013

Inquire Date	Record ID	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
6/13/12	48783	Mitch	Melissa	Melissa	Customer requested a female OPR which was unavailable, but Supervisor provided the wrong information of availability of an OPR.	6/13/2012	Customer Service stated that the Supervisor would be counseled. Supervisor was counseled and the customer was notified. It was discovered that the Supervisor stated they would provide a female, but there was not a female OPR available.	Service Complaints - Speech to Speech Call Handling Problems
6/15/12	48961		Tina	Tina	Customer stated there has been static on the line when she uses the relay.	6/15/2012	Customer Service apologized and attempted test calls, which were successful. Customer Service suggested that the customer contact their telephone company. Customer understood.	Technical Complaints - Miscellaneous
6/23/12	49715		Jody	Jody	Customer suggested that instead of just bringing a Supervisor to the line that the OPR should ask the customer if they would like a Supervisor.	6/23/2012	Customer Service explained that the OPR must be able to call for a Supervisor at anytime and stated that their suggestion would be forwarded to management. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
6/25/12	49214		Tom	Tom	Customer requested Paetec as their long distance provider through the relay.	6/25/2012	Customer Service explained that Paetec was not a participating provider through the relay. Customer Service set up a temporary profile in order for calls to be placed properly. Customer was satisfied. As of May 31, 2013, Paetec is still not a participating provider through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
6/26/12	49655	1240	Melissa	Melissa	Customer stated that the OPR speaks softly and they are unable to hear them.	6/26/2012	Customer Service apologized and stated that the OPR would be monitored frequently. OPR continues to be monitored frequently. Testing of the workstations and headsets occurred with no issues. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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6/28/12	49825		Lonnie	Lonnie	Customer stated their long distance carrier is not listed in their profile.	6/28/2012	Customer Service apologized and explained that they would forward the information to the technical department. The technical department discovered that there had been no long distance calls placed by the customer through the relay. It was verified that the profile information was displaying correctly. Customer was notified.	Technical Complaints - Miscellaneous
6/29/12	49850	9061	Melissa	Melissa	Customer stated that the OPR was replaced on a call and did not leave any of the notes for the next person.	6/29/2013	Customer Service stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
7/10/12	50697	4043	Eric	Eric	Customer stated after providing the number they did not receive a response from the OPR.	7/10/2012	Customer Service apologized and stated that the information would be forwarded to the technical department. It was discovered that the connection was changed, but the call was disconnected due to no response from the customer. Customer was notified.	Service Complaints - Miscellaneous
7/10/12	51981	1184	David	David	Customer stated that OPR did not speak clearly.	7/10/2012	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
7/12/12	50719		Melissa	Melissa	Customer stated they are able to receive calls on their equipment, but unable to place calls.	7/12/2012	Customer Service suggested moving their equipment to another room to see if they could place calls. After moving the equipment, customer was able to place calls successfully.	External Complaints - Miscellaneous
7/16/12	51115		Tom	Tom	Customer stated the staff does not know anything.	7/16/2012	Customer Service apologized and attempted to acquire additional information, but the customer disconnected.	Service Complaints - Miscellaneous

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7/20/12	51348	9061	Melissa	Melissa	Customer stated they were unable to reach directory assistance through the relay.	7/20/2013	Customer Service placed a test call to directory assistance through the relay, which was successful. Customer Service suggested the customer attempt their call again. Customer understood and was satisfied.	External Complaints - Miscellaneous
7/21/12	51468	4060	Trisha	Trisha	Customer stated the OPR misdialled a number.	7/21/2012	Customer Service apologized and requested a copy of the bill for possible reimbursement. Customer Service provided the mailing address. Customer understood. A copy of the bill was not received from the customer.	Service Complaints - OPR Misdialled Number
8/7/12	52609		Tina	Tina	Customer stated they do not like the new call routing for Speech to Speech users with the relay and requested that their calls be set to a non Speech to Speech OPR.	8/7/2012	Customer Service apologized and updated the profile to ensure the customer reaches a non Speech to Speech OPR. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
8/21/12	53526	1184	Ryan	Ryan	Customer stated the OPR was inaudible.	8/21/2012	Customer Service apologized and forwarded information to the technical department. OPR's headset and workstation were tested to ensure they were working properly. OPR's headset was replaced and customer notified.	Service Complaints - Speech to Speech Call Handling Problems
8/23/12	54044	9118	Kim	Kim	Customer stated the OPR did not keep them informed.	8/23/2012	Customer Service apologized and stated the OPR would be counseled. The information was forwarded to the technical department for further investigation. The technical department discovered that the customer's line disconnected. Customer was notified.	Service Complaints - OPR Did Not Keep User Informed

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8/24/12	54133	1184	David	David	Customer stated the OPR was inaudible.	8/24/2012	Customer Service apologized and forwarded information to the technical department. OPR's headset and workstation were tested to ensure they were working properly. OPR's headset was replaced and customer notified.	Service Complaints - Speech to Speech Call Handling Problems
8/27/12	55613		Melissa	Melissa	Customer stated they received charges on their bank statement and was provided the relay's number.	8/27/2012	Customer Service discovered that the information was from a telemarketing service. Customer Service advised the customer to contact their bank to dispute the charges. Customer understood.	External Complaints - Miscellaneous
9/18/12	57214	1337	Melissa	Melissa	Customer stated the OPR gave them a hard time on their call.	9/18/2012	Customer Service apologized and stated that the OPR would be monitored frequently. Monitoring has occurred and the OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
9/26/12	56760	9013	Kim	Kim	Customer stated they thought the OPR was making excuses when the customer requested a Supervisor.	9/26/2012	Customer Service apologized and stated that the OPR would be counseled on proper call handling. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
10/9/12	58739		Eric	Eric	Customer stated the OPRs do not follow their voice mail instructions.	10/9/2012	Customer Service apologized and stated that OPRs will be counseled. OPRs have been counseled. Monitoring has occurred and OPRs are handling calls according to policy. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
10/10/12	59138	1184	David	David	Customer stated the OPR needs a different headset.	10/10/2012	Customer Service apologized and stated the OPRs headset would be tested. OPRs headset was tested and discovered to be functioning properly. Customer was notified and satisfied.	Service Complaints - Speech to Speech Call Handling Problems

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10/22/12	59076	1184	Ryan	Ryan	Customer stated the OPR was not speaking loud enough to be heard and requested a male OPR.	10/22/2013	Customer Service apologized and explained the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer Service explained that at the time there are no male OPRs available. Customer understood and their call was processed by a different female OPR.	Service Complaints - Speech to Speech Call Handling Problems
10/25/12	59437		Melissa	Melissa	Customer stated that all male OPRs mimic the customer during calls.	10/25/2012	Customer Service apologized and stated that the OPRs will be counseled. OPRs were counseled. Monitoring has occurred and OPRs are handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
10/29/12	59607		Melissa	Melissa	Customer stated they reached a recording stating their party's line was out of service.	10/29/2012	Customer Service apologized and explained that the other party's line may be experiencing trouble with their telephone line. Customer understood.	External Complaints - Miscellaneous
10/30/12	59769		Melissa	Melissa	Customer, who was a VCO user, stated that they were unable to understand the other party due to their accent. Customer stated that they received a call that was not placed through the relay.	10/30/2012	Customer Service suggested using the relay to contact the other party, in order to read the typed response. Customer understood.	External Complaints - Miscellaneous
11/1/12	59871	4157f 4085f	Melissa	Melissa	Customer stated that they were disconnected during their conversation. Customer inquired if something was wrong.	11/1/2012	Customer Service apologized and explained that the relay was experiencing technical issues. Customer understood. Issue was resolved and customer was notified.	Technical Complaints - Line Disconnected

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11/7/12	60184	9025	Donte	Donte	Customer stated the other party asked for their name and the OPR provided the wrong name. Customer requested a different female OPR, but was not provided one.	11/7/2012	Customer Service apologized and stated that the OPR would be counseled, concerning providing the incorrect name. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer Service explained that at that time, there was no additional female OPRs available. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
11/7/12	60206	1264	Melissa	Melissa	Customer stated that the OPR whispers and would not speak louder.	11/7/2012	Customer Service apologized and stated that the OPR would be monitored on voice clarity. OPRs headset was checked to ensure it was working properly. OPR continues to improve projection and volume.	Service Complaints - Speech to Speech Call Handling Problems
11/8/12	60205	1040	Melissa	Melissa	Customer was upset that the OPR was unable to locate a number on their speed dial.	11/8/2012	Customer Service apologized and stated the OPR would be counseled and monitored frequently as the speed dial number was in their profile. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
11/8/12	60208	9061	Melissa	Melissa	Customer requested the OPR to hold while they went to the restroom and the OPR replied they can only hold for one minute.	11/8/2012	Customer Service explained that the OPR can hold for a short time, but once the hold time has been exceeded the OPR would have to disconnect. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
11/15/12	60632	Lonnie	Tina	Tina	Customer stated that they thought the Supervisor was on their call and did not identify.	11/15/2012	Customer Service apologized and explained that there may be times when a Supervisor is assisting an OPR and the customer may not be aware they are on the line. Customer disconnected.	Service Complaints - Speech to Speech Call Handling Problems

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11/22/12	61287	1320F	Melissa	Melissa	Customer stated the OPR was not speaking loud enough to be heard.	11/22/2012	Customer Service apologized and explained the OPR would be counseled. OPR was counseled. OPR's headset was checked to ensure it was working properly. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
12/4/12	62461	1337	Melissa	Melissa	Customer stated that there should be more female Speech to Speech OPRs in the morning, as the females are always busy when the customer wishes to place a call.	12/4/2012	Customer Service apologized and explained that the calls reach the next available OPR. At that time, the customer may request a different gender OPR, but there may not always be one available. Customer hung up.	Service Complaints - Speech to Speech Call Handling Problems
12/6/12	61843		Melissa	Melissa	Customer stated that OPRs were very argumentative and do not follow instructions.	12/6/2012	Customer Service apologized and stated the OPRs would be counseled. OPRs have been counseled. Monitoring has occurred and the OPRs are handling calls according to policy.	Service Complaints - Speech to Speech Call Handling Problems
12/10/12	62037	9141M	Melissa	Melissa	Customer stated that the OPR's voice sounded horrible.	12/10/2012	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy.	Service Complaints - Speech to Speech Call Handling Problems
12/10/12	62039		Melissa	Melissa	Customer stated that they were on a telephone call when someone attempted to reach them. Their party became worried because the phone line continued to ring, instead of reaching a busy signal.	12/10/2012	Customer Service advised the customer to contact their telephone provider to remove the call waiting feature from their phone. Customer Service explained by turning this feature off it would ensure the phone goes busy instead of ringing when they are already on the line. Customer understood.	External Complaints - Miscellaneous
12/14/12	62460	4083	Melissa	Melissa	Customer stated the OPR did not verify their information during the recording prompts.	12/14/2012	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to	Service Complaints - Speech to Speech Call Handling Problems

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12/14/12	62465		Melissa	Melissa	Customer stated they continue to reach the same OPR while placing a call through the relay.	12/14/2012	Customer Service apologized and explained that calls are answered by the next available OPR. Customer Service explained that they could request another OPR to process their call. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
12/20/12	62678	4040	Dave	Dave	Customer stated they were receiving text without spacing on their equipment.	12/20/2012	Customer Service forwarded the information to the technical department. The technical department discovered an issue at the relay. Issue has been resolved and customer was notified.	Technical Complaints - Miscellaneous
1/3/13	63425	1320	Jason	Jason	Customer stated that the OPR was not speaking loud enough to be heard and that the other party could not hear the OPR.	1/3/2013	Customer Service apologized and explained the OPR would be counseled. OPR's headset was checked, which was working correctly. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
1/4/13	63423	1266	Melissa	Melissa	Customer stated that the OPR's voice tone was horrible.	1/4/2013	Customer Service apologized and stated that the OPR would be monitored on voice clarity. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
1/8/13	63598	1266	Melissa	Melissa	Customer stated OPR was not speaking clearly.	1/8/2013	Customer Service apologized and stated OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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1/11/13	64117		Melody	Melody	Customer stated OPRs have been experiencing technical difficulties for the past two days. Customer also stated that the company should do more publicity with 800 numbers because some are not familiar with relay.	1/11/2013	Customer Service offered to place test calls, which was refused. Customer Service explained that the relay continues to educate the public, but unfortunately there are still people who are unaware of the service and how it works. Customer Service thanked the customer for their feedback and stated that it would be forwarded to management. Customer was satisfied.	Technical Complaints - Miscellaneous
1/16/13	63960	9128	Tina	Tina	Customer stated that the OPR does not understand her voice and does not respond during a call.	1/16/2013	Customer Service apologized and stated OPR would be counseled. Customer Service explained that the customer may request a different OPR to process their call. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
1/17/13	64047	9061	Melissa	Melissa	Customer requested the OPR to redial, but the OPR had already discarded the previous call information.	1/17/2013	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and the OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
1/17/13	64048		Melissa	Melissa	Customer stated that the profiles are too small and holds limited information.	1/17/2013	Customer Service apologized and explained that the profile is only for call directive information. Customer Service further explained that some details can not be maintained in the profile. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems

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1/17/13	64051		Melissa	Melissa	Customer stated that Hamilton is doing an excellent job but feels the current trainees need more practice. Customer stated the OPRs are slower.	1/17/2013	Customer Service apologized and thanked the customer for their feedback. Customer Service stated that the information would be forwarded to management. Customer was satisfied. Information was forwarded to management and further monitoring of trainees continues. Refresher training has occurred with all OPRs. Monitoring has occurred and OPRs are handling calls according to policy. Customer was satisfied.	Service Complaints - Miscellaneous
1/17/13	64052		Melissa	Melissa	Customer stated that Hamilton is doing a excellent job but feels the current training class needs more practice with the veteran OPRs. Customer stated the OPRs are slower.	1/17/2013	Customer Service apologized for her experience and thanked the customer for their feedback. Customer Service stated that the information would be forwarded to management. Refresher training has occurred with all OPRs. Monitoring has occurred and OPRs are handling calls according to policy. Customer was satisfied.	Service Complaints - Miscellaneous
1/17/13	64053		Tina	Tina	Customer stated that the profiles need to be expanded to accommodate more information. Customer expressed concern over the amount of static that is on the line when she dials directory assistance.	1/17/2013	Customer Service stated the customer's request for an expansion to the profile would be forwarded to management. An expansion is not possible at this time. Customer Service requested call information in regards to the static issue. Customer refused to provide call information and disconnected.	Service Complaints - Speech to Speech Call Handling Problems
1/17/13	64056	9075	Melissa	Melissa	Customer stated that the OPR could not hear them clearly.	1/17/2013	Customer Service apologized and explained that the OPR would be counseled. OPR was counseled. OPRs headset was checked and discovered that it was working properly. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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1/17/13	64817	9061	Michelle	Michelle	Customer stated the OPR did not follow procedure.	1/17/2013	Customer Service apologized requested further information. Customer did not provide details. Customer Service stated the OPR would be counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
1/18/13	64133	1302	Melissa	Melissa	Customer stated that the OPR dialed the incorrect number. Customer placed a call to the hospital and the OPR informed them the number was not in service. Customer requested the number be redialed, but the OPR did not respond for twenty minutes. Customer requested a Supervisor, who did not identify with their name. Customer hung up and dialed Customer Service directly.	1/18/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR had dialed a second time and was communicating with the customer, until the customer disconnected. Supervisor was counseled to provide their name. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
1/18/13	65012	9013 & 9075	Tina	Tina	Customer stated the CAs did not follow proper procedure when processing a call.	1/18/2013	Customer Service apologized and stated the OPRs would be counseled. OPRs were counseled. Monitoring has occurred and OPRs are handling calls according to policy. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
1/22/13	64298		Melissa	Melissa	Customer requested the relay center's address.	1/22/2013	Customer Service stated that they could not provide the information. Customer became irate and began making threats. Center Manager reported the threats to the authorities.	Service Complaints - Miscellaneous
2/7/13	65844	1264F	David	David	Customer stated that the OPR's voice sounds horrible.	2/7/2013	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy.	Service Complaints - Speech to Speech Call Handling Problems

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2/10/13	65607	1290 1224	Mandy	Mandy	Customer stated that it takes a long time to be transferred to Customer Service and when connected, the Customer Service representative will not answer in TTY and disconnect. Customer also stated that two different OPRs refused to get their Supervisor.	2/10/2013	Customer Service apologized and discovered that the workstation froze up at the time of the transfer to Customer Service. Customer Service notified the customer and explained that they were unable to communicate at the time of the issue. Customer Service stated the OPRs would be counseled. OPRs were counseled. Monitoring has occurred and OPRs are handling calls according to policy.	Service Complaints - Miscellaneous
2/15/13	66262	9075,13 20	Keith	Keith	Customer requested an update to their profile, but the OPR did not have the information ready for Customer Service. Customer stated information was provided to the previous OPR before transferred.	2/15/2013	Customer Service forwarded information to the technical department. Technical department discovered that the OPR had disconnected the first call where the dictation had occurred and dialed back into Speech to Speech. Customer Service explained that information is not saved after the call has disconnected, due to confidentiality. Customer Service further explained that the OPR was handling calls according to policy. Customer hung up.	Service Complaints - Speech to Speech Call Handling Problems
2/19/13	66073		Melissa	Melissa	Customer stated when placing calls early in the morning they encounter problems with OPRs beginning with 1's 2's and 9's. Customer expressed that the OPRs do not know how to process her calls correctly. Customer also said that the Supervisors are inconsistent.	2/19/2013	Customer Service apologized and explained that monitoring will occur more frequently to ensure calls are being handled occurring to policy. Monitoring has occurred and OPRs are handling calls according to policy. Continued refresher training has occurred for OPRs and Supervisors to ensure quality calls.	Service Complaints - Speech to Speech Call Handling Problems
2/20/13	66098	1337	Tina	Tina	Customer stated that the OPR hung up on them.	2/20/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the call. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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2/21/13	66137	4188	Melody	Melody	Customer stated the OPR did not follow their voice mail instructions.	2/21/2013	Customer Service apologized and stated that the OPR would be counseled on voice mail procedure. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
2/27/13	66551	1337, 1320 and Sups Whitney and Chuck	Tina	Tina	Customer stated that the OPRs are rude and do not follow instructions. Customer stated that the Supervisors refuse to hold for a female OPR to become available.	2/27/2013	Customer Service apologized and stated OPRs and Supervisors would be counseled. OPRs and Supervisors have been counseled. Monitoring has occurred and OPRs and Supervisors are handling calls according to policy of holding for three minutes.	Service Complaints - Speech to Speech Call Handling Problems
3/4/13	66939		Eric	Eric	Customer stated the OPR typed "message left" during her relay call, but the customer did not request to leave a message.	3/4/2013	Customer Service apologized and stated the OPR would be counseled. OPR has been counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - OPR Accuracy/Spelling/Verbatim
3/9/13	67335	1192F 1220M	Jessica	Jessica	Customer stated one OPR did not provide their OPR number and another OPR did not respond after inquiring over and over are you there.	3/9/2013	Customer Service apologized and explained that both OPRs would be counseled. Both OPRs were counseled and will be monitored frequently. Information was forwarded to the technical department. The technical department discovered an issue with the audio, which has been resolved. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
3/13/13	67463	9035	Melissa	Melissa	Customer stated that the OPR mimicked them and had a bad attitude.	3/13/2013	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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3/13/13	67469	1337	Melissa	Melissa	Customer stated that the OPR has a vendetta against them and keeping their confidential information.	3/13/2013	Customer Service apologized and stated that the information would be forwarded to management. Investigation of this revealed that there was no information retained. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
3/16/13	67725	1266f	Eric	Eric	Customer stated that the OPR was not speaking clearly.	3/16/2013	Customer Service apologized and stated OPR would be counseled. OPR has been counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
3/25/13	68042	1266	Melissa	Melissa	Customer stated that they OPR does not understand her voice and the OPR does not speak clearly.	3/26/2013	Customer Service apologized and stated OPR would be counseled. OPR has been counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
3/25/13	68401	1266, 1337 & 3040	Michelle	Michelle	Customer stated the OPRs are not following her directions and they do not speak to her at the beginning of the call.	3/25/2013	Customer Service apologized and stated information would be forwarded to management. Customer hung up before providing other call information. Information was forwarded to management and OPRs continue to be monitored frequently.	Service Complaints - Speech to Speech Call Handling Problems
3/26/13	68183		Eric	Eric	Customer stated that OPRs are not willing to have the phone ring long enough, before disconnecting the call.	3/26/2013	Customer Service explained that the OPRs will not discontinue the rings unless instructed to do so. Customer Service also explained that the OPRs do not have control over the duration of time a phone will ring. Monitoring has occurred and OPRs are handling calls according to policy. The technical department reviewed calls to ensure that calls were not disconnected. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems

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4/11/13	69252	4072	Melissa	Melissa	Customer stated the OPR dialed the wrong number because they reached an answering machine.	4/11/2013	Customer Service apologized and discovered that the call had been monitored at the time. The customer provided an incorrect number. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/12/13	70140		Michelle	Michelle	Customer stated that they continue to have issues with OPRs through the relay.	4/12/2013	Customer Service apologized and forwarded the information to management. Continued monitoring has occurred and OPRs are handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/14/13	69472		Melissa	Melissa	Customer stated that Customer Service had not updated their profile with the requested changes.	4/14/2013	Customer Service reminded the customer, that there have been several discussions with the customer to explain that the profile has exceeded the limitation of data allowed. Customer was advised that they would need to delete something to make changes. Customer disconnected.	Service Complaints - Speech to Speech Call Handling Problems
4/16/13	69492	1266	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	4/16/2013	Customer Service apologized and stated the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/17/13	69657		Ryan	Ryan	Customer stated that the Supervisor does not know the correct policy. Customer stated that they should be allowed to hold three minutes. Customer also complimented an OPR.	4/17/2013	Customer Service apologized and stated that the Supervisor would be counseled for not following policy. Supervisor was counseled on the proper procedure. Customer Service thanked the customer for the compliment and forwarded to management. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
4/30/13	70954	1266	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	4/30/2013	Customer Service apologized and stated the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints-Poor Vocal Clarity/Enunciation

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5/2/13	71260	1290	David	David	Customer stated the OPR asked them to hold, but the OPR should have been typing.	5/2/2013	Customer Service apologized and explained that there was no information to type, as the terminating party had placed the OPR on hold. OPR continued to send the message stating "holding" to the customer. Monitoring has occurred and OPR is processing calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
5/6/13	71414		Jody	Jody	Customer stated they dislike the OPRs.	5/6/2013	Customer Service attempted to gather additional information. Customer hung up.	Service Complaints - Speech to Speech Call Handling Problems
5/11/13	71734	1184	Mandy	Mandy	Customer stated that the OPR did not respond after inquiring several times if they were there.	5/11/2013	Customer Service apologized and explained that there was a technical issue with the workstation. Issue was resolved and customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
5/15/13	72102	1266	Jody	Jody	Customer stated that the OPR has a thick accent and could not be understood. Customer stated that the OPR did not understand what she is saying either.	5/15/2013	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
5/17/13	72098	1337	Jody	Jody	Customer stated the OPR does not process their calls correctly and requested an alternate OPR. Customer stated the Supervisor would not allow them to hold for another OPR.	5/17/2013	Customer Service apologized and explained that the OPR is able to hold for three minutes, but that there was not another OPR available at that time. Customer Service also stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems